

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



December 30, 2002

LCSA LETTER: 02-47

ALL IV-D DIRECTORS

SUBJECT: SURVEY TO IDENTIFY LOCAL CHILD SUPPORT AGENCY BEST PRACTICES

Reason for this Transmittal

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☒ Initiated by DCSS

The Department of Child Support Services (DCSS) would like to solicit your input to explore best practices already implemented in local child support agencies. Family Code Sections 17306(b)(5) and (6) direct DCSS to "Evaluate the best practices for the establishment, enforcement, and collection of child support, for the purpose of determining which practices should be implemented statewide in an effort to improve performance by Local Child Support Agencies (LCSAs)." With this letter we are soliciting your ideas and innovative programs to share with LCSAs across California.

The information you share through this survey may help develop statewide strategies for addressing concerns common to all LCSAs. Your ideas may be shared with the federal Office of Child Support Enforcement for consideration by other states as well as other LCSAs. Your special program or initiative may be showcased in a meeting, giving you and your staff the opportunity to share ideas directly with other LCSAs in a forum dedicated to best practices.

I encourage you to complete the enclosed survey and return it via email to Stephanie.Ashburn@DCSS.ca.gov (916) 464-5049 no later than January 30, 2003. You may also fax the information to (916) 464-5064 or if you prefer, mail the completed survey to the California Department of Child Support Services, M.S. 30, P.O. Box 419064, Rancho Cordova, CA 95741-9064.



Thank you again for your cooperation in this matter. With your help and innovative ideas, California's child support program will be the best in the nation.

Sincerely,

A handwritten signature in black ink, appearing to read "Patric B. Ashby". The signature is fluid and cursive, with the first name "Patric" being more prominent.

for

PATRIC B. ASHBY
Deputy Director
Child Support Services Division

Enclosure

cc: Regional Administrators

Best Practices Survey

LCSA: _____

Contact Person Name: _____

Phone: _____

Email: _____

For each topic area, please note if any reports or data documenting the improvements in local child support agency (LCSA) performance exist. If there has been a formal program evaluation, please note that also. If you do not have data, but believe there is a measurable difference as a result of an activity your LCSA has implemented, contact Stephanie.Ashburn@dcss.ca.gov for information on how we may be able to assess improvements in performance.

Performance Measures

1. Does the LCSA use performance data and analysis to rapidly modify and improve its performance on federal measures? Please describe the innovative performance measure improvement process. How is the information communicated to staff?

2. Are there specific performance measures in which your LCSA excels? Why do you think this is? If good performance is the result of a specific initiative or program, please briefly describe these areas of your program.

Locate

1. Has the LCSA developed any special locate tools, methods, or procedures? If so, please describe these areas of your program.

Paternity Establishment and Modification

1. Has the LCSA developed any special tools, methods, or procedures that aid in paternity or order establishment/modification? If so, please describe the activities.

Collections

1. Describe any innovative activities the LCSA has implemented that increase collections of current support.

2. Describe any innovative activities the LCSA has implemented that increase collections of arrears.

Medical Support

1. Has the LCSA developed any special tools, methods, or procedures to foster establishment of medical support? If so, please describe the program.

Parent Participation and Access—Local Child Support Agency Contacts

1. Are efforts to involve the parents in a cooperative program made through a special program or initiative at the LCSA? If so, please describe the activities.

2. Has the LCSA implemented any special cooperative programs or initiatives to promote parents' access to services or deliver services more effectively? If so,

please describe the program.

Customer Service and Satisfaction

1. Describe any collaborative relationships the LCSA has established with other agencies or community-based organizations to achieve exceptional customer service and satisfaction.

Staff Recognition—Leadership and Organization

1. Are staff with exceptional skills recognized by LCSA management? If so, how?

Staff Training & Development

1. Have there been any training efforts or programs that stand out as particularly successful? If so, please describe the training and its effect on personnel.

Internal Communication

1. What methods (email, newsletters, etc.) are used to establish effective internal communication? How are new procedures, policies and information communicated internally to staff?

Other Initiatives or Programs

1. Describe any other initiatives or programs that have led to improved performance.

Information sharing

1. If DCSS would like to showcase your program in a statewide or regional meeting, would you be willing to present information on that program to other counties?

Thank you for taking the time to complete this survey. If you'd like to respond on line, please email your survey to Stephanie.Ashburn@dcss.ca.gov. If you'd like to fax your survey, the fax number is 916-464-5064. We're interested in all your 'best practices' programs, and we're especially interested in programs where the positive impact can be demonstrated by improvements in LCSA performance. Your innovations have the potential to improve the lives of thousands of California's children!